



# How to configure multiple workstations with Click & Drop Desktop

(Online Business Account customers)



A 'workstation' is a computer or device that is connected to a specific printer and this guide will explain how to configure different printers through Click & Drop Desktop.

If you only ever print from one machine, or you do not wish for your labels to print automatically, you don't need to configure multiple workstations.

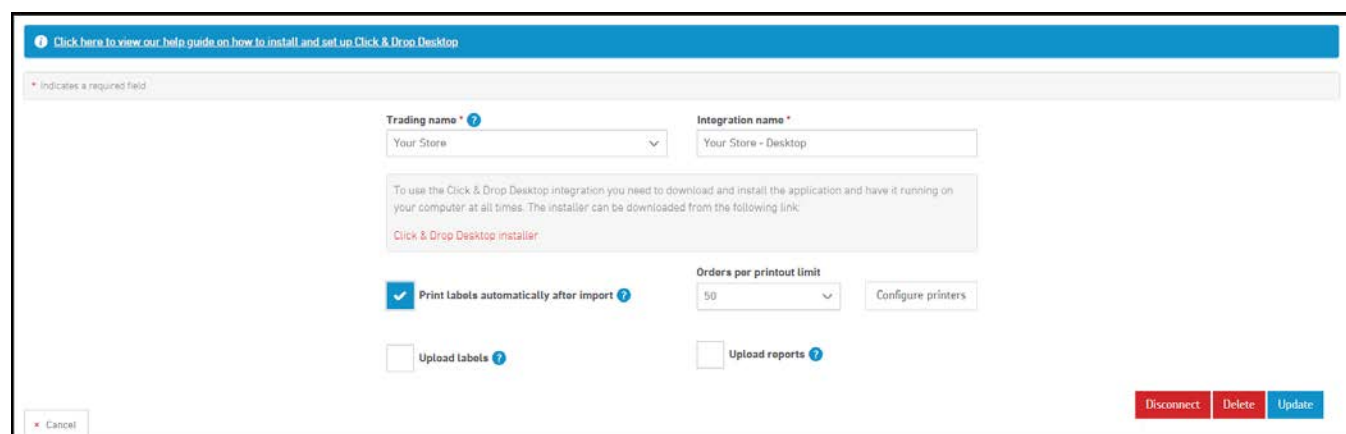
## What you need to install on each additional computer/device

If you have not already installed and configured Click & Drop Desktop, you will need to do this first, please see [How to import orders with Click & Drop Desktop](#) for help on how to do this.

You will need to install Click & Drop Desktop client on each workstation that you wish to print from.

To install Click & Drop Desktop on a new machine, go to your Settings > Integrations, and click 'Click & Drop Desktop'.

Click the red 'Click & Drop desktop installer' text within the grey box to download the application again.

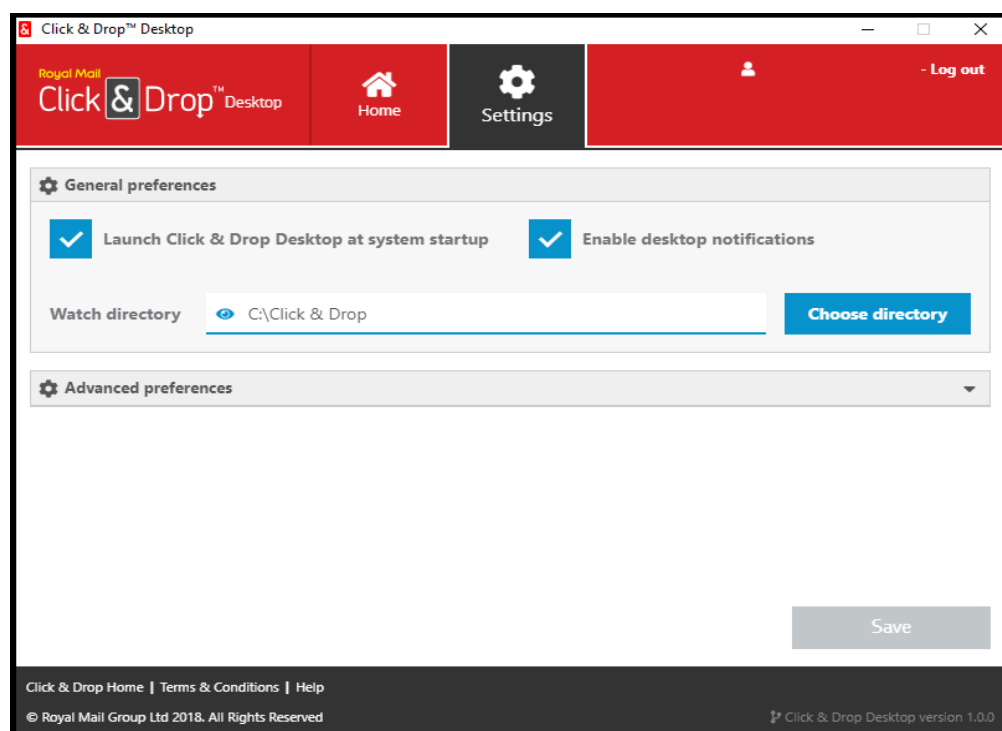


This screenshot shows the 'Click & Drop Desktop' integration settings page. At the top, there is a blue header with a link: 'Click here to view our help guide on how to install and set up Click & Drop Desktop'. Below this, a grey box contains instructions: 'To use the Click & Drop Desktop integration you need to download and install the application and have it running on your computer at all times. The installer can be downloaded from the following link: Click & Drop Desktop installer'. The page includes several form fields: 'Trading name' (a dropdown menu showing 'Your Store'), 'Integration name' (a text field showing 'Your Store - Desktop'), 'Orders per printout limit' (a dropdown menu showing '50'), and checkboxes for 'Print labels automatically after import' (checked), 'Upload labels', and 'Upload reports'. There is also a 'Configure printers' button. At the bottom right, there are three buttons: 'Disconnect' (red), 'Delete' (red), and 'Update' (blue). A 'Cancel' button is at the bottom left.

Once downloaded, please set your 'Watch directory'.

This should be the same watch directory for all of your workstations.

Please do not select your individual workstation folders at



This screenshot shows the Click & Drop Desktop application interface. The top bar is red and contains the 'Click & Drop Desktop' logo, a 'Home' button, a 'Settings' button, and a 'Log out' button. The main content area is divided into two sections: 'General preferences' and 'Advanced preferences'. In the 'General preferences' section, there are two checked checkboxes: 'Launch Click & Drop Desktop at system startup' and 'Enable desktop notifications'. Below these, there is a 'Watch directory' field showing 'C:\Click & Drop' and a 'Choose directory' button. The 'Advanced preferences' section is currently collapsed. At the bottom right, there is a 'Save' button. The footer contains the text 'Click & Drop Home | Terms & Conditions | Help', '© Royal Mail Group Ltd 2018. All Rights Reserved', and 'Click & Drop Desktop version 1.0.0'.

If you wish for your labels to print automatically, you will need to install Royal Mail Print Assist on **every** workstation you wish to configure. You will need the **same log in details** for each workstation you wish to configure.

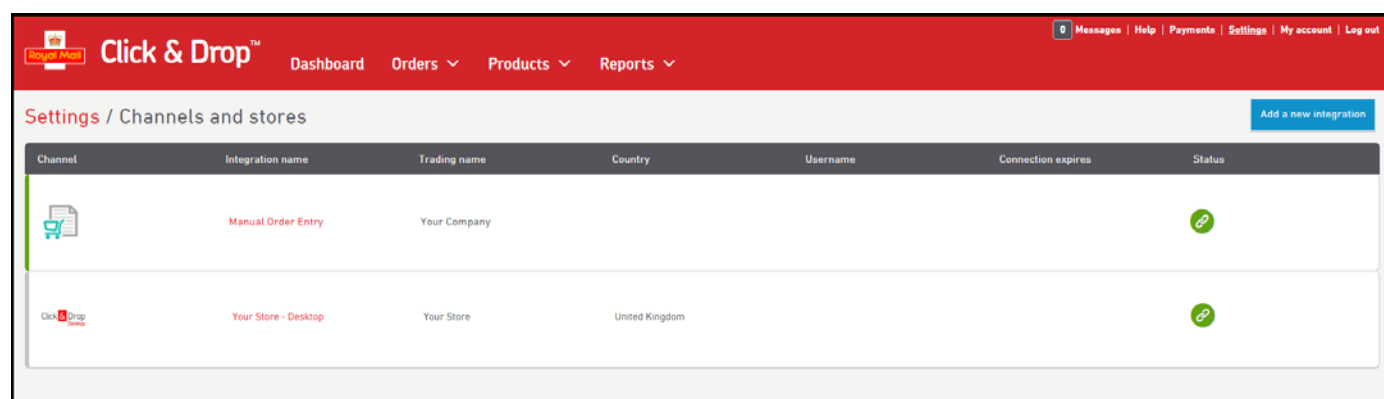
For more information see our [Royal Mail Print Assist guide](#)

**Please note** that if you are using multiple workstations within Click & Drop, you do not need to configure your printers in Royal Mail Print Assist – but you must have Royal Mail Print Assist switched on and configured.

## Configuring your workstations

To begin, go to your Settings page, and click the 'Integrations' tile.

In the new window that opens, click anywhere within your 'Click & Drop Desktop'. integration to expand the line and view additional information.



To configure multiple workstations, you must first ensure the 'Print labels automatically after import' button is checked.

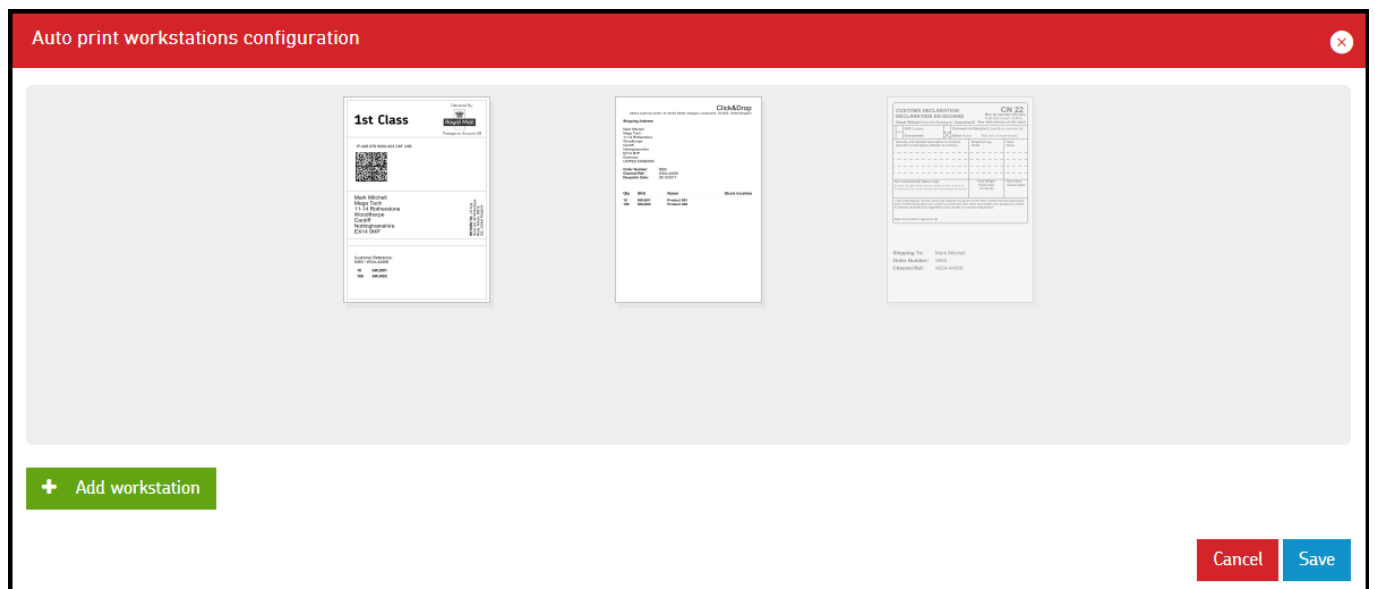
Next, click the 'Configure Printers' button.

A screenshot of the Click & Drop Desktop configuration form. The form has a blue header with a link to the help guide. Below the header, there's a note '\* Indicates a required field'. The form contains several fields: 'Trading name' (a dropdown menu with 'Your Store' selected), 'Integration name' (a text input field with 'Your Store - Desktop'), a text box with instructions on how to use the Click & Drop Desktop integration and a link to the Click & Drop Desktop installer, a checkbox for 'Print labels automatically after import' (checked), a dropdown for 'Orders per printout limit' (set to 50), a 'Configure printers' button, a checkbox for 'Upload labels', and a checkbox for 'Upload reports'. At the bottom right, there are three buttons: 'Disconnect', 'Delete', and 'Update'. At the bottom left, there is a 'Cancel' button.

You will be presented with the screen that will display each workstation that you have connected to Click & Drop.

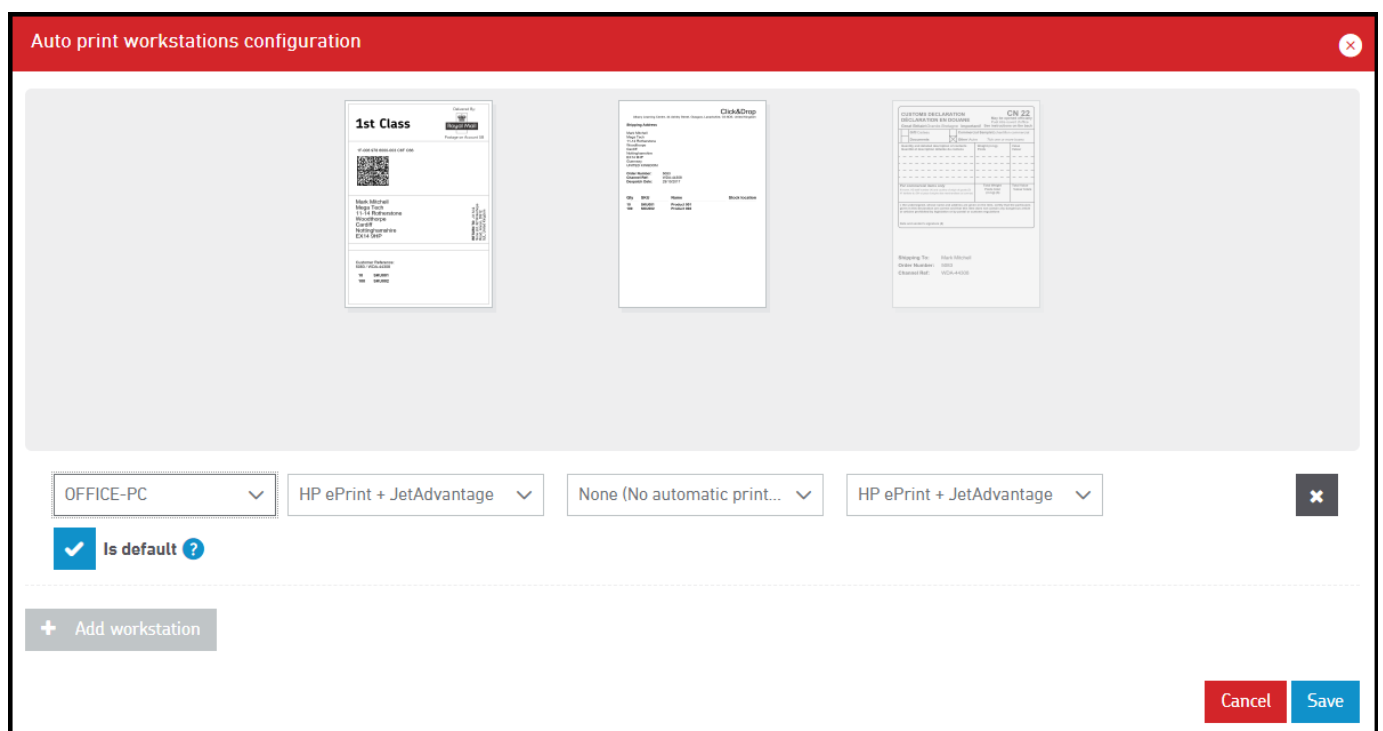
When you configure a workstation, Click & Drop will be able to detect any printers installed on that device or machine, so please ensure your printers are installed correctly.

To configure a workstation, click the 'Add workstation' button.



From the drop-down menus, select the workstation you are currently on, and then select which printer should be used for each type of label/document.

The options available here are dependent on your label template settings. If you want to check or change your label settings, see the [How to select your shipping label template](#) section on our [Click & Drop – guide to printing labels and despatching](#) help page.



If you choose to use the 'Is default' setting, all documents dropped into your 'Watch' folder will be automatically send to your default printer.

Click the 'Save' button when ready.

To configure a different workstation, log into Click & Drop on that particular machine or device, and click the 'Add workstation' button again to repeat the process.

## Selecting the folder for your spreadsheets

Within your 'Watch' folder, a new folder will have been created for each workstation you have configured.

When you are working on a particular workstation, you will need to drop your file into that workstation's folder.

In the example below, two different workstations have been configured within the Dropbox integration, 'Workstation A' and 'Workstation B'.

If you drop your file into your 'Workstation A' folder, your labels will print from the printers configured for 'Workstation A', and your labels, results files, and processed spreadsheets will all be placed into correct folders.

